BE YOUR DEPARTMENT’S LEADER

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COOPERATION THROUGH COMMUNICATION
Communicate with Whom?

- Supervisors
- Law enforcement officers/ agencies
- Prosecutors
- Elected Officials
- Judges
- Juries
- Defendants
Getting Cooperation from Impaired People
Or
Which of the Seven Dwarfs Do You Have?
Five Human Universals

- All people want to be treated with dignity and respect
- All people want to be asked rather than told
- All people want options rather than threats
- All people want to know why
- All people want a second chance
Bashful

- Crying
- Refuses to perform SFSTs
- Won’t respond to questions
How do you reduce anxiety?

- Is everything ok?
- What is wrong?
- Let them speak to you!
Your physical position

- Danger assessment: low
- Bend down to their seated level
- Make eye contact
Watch your tone!

■ Gauge volume and tone of words
■ Telling them to calm down or be quiet counterproductive
■ Act like a parent or grandparent
■ Be understanding and patient
■ Engage them in conversation
Happy

• Laughing
• Talks too much
• Repetitive
Let them talk!

- Will fill your pockets with ammunition
- Listen!
- Repetitive speech can signal impairment BUT ALSO danger
Control with humor

- Control the conversation
- Repeat back what they are saying to you
- Mirror their personality: laugh with them when appropriate
Dopey

- Can’t understand directions
- Seems dumb
- Won’t listen
Extreme patience....

- Very frustrating: loss of patience is bad for your case!
- Other issues rather than impairment?
- Word choices are crucial
  - Stimulus v. finger
  - HGN v. eye test
Extreme kindness?

- Modify how you instruct on SFSTs/ PBT
- You may have to repeat instruction more than once in a different way
- Repeat demonstrations
- DO NOT BE CONDESCENDING!
Sleepy

- On the nod
- Won’t stay awake
- Keeps eyes closed
Four levels of alert:

- Alert
- Responds to voice
- Responds to pain
- Unresponsive
Slow and steady wins the race...

- They take a long time to process
- Don’t confuse with medical condition
- Patience is key
- Talk to them to get their attention
Safety issues

■ If passed out behind wheel: is car secure?
■ Concerns if you “startle” them awake
■ Opportunity to do a visual search for safety
Doc

- Know-it-all
- Professionals/cops
- Tells you what to do
Do not argue!

- Do not challenge them: you will not win the argument
- They “know” the law
- Allow them to speak their piece
- Agree but explain what you are required to do
Respectfulness

- May request special consideration
- Explain that their attorney will be able to resolve many of their concerns
- Give the respect that the offender expects to improve cooperation
- Let them talk: do not shut them down just because they are an authority on everything
Grumpy

- Uncooperative
- Combative
- Threatening
Safety assessment

■ Don’t confuse with the other dwarfs
■ What is their agenda?
■ Make them a “yes” person
■ De-escalate with words
Most people can be worked

- Conversation conversation conversation
- Initially more effective than issuing directives
- Repetition to gain compliance (with safety in mind)
Sneezy

- Complains of medical conditions
- Physically ill (vomiting, etc.)
- Overdosed
Know when to say when

■ Is conversation even possible?
■ Is there a point when words stop working?
■ How do you build your case without compliance from the driver?
Is it Legitimate?

- Contrived conditions to avoid SFST vs. true medical condition or injuries
- Importance of medical rule-outs
  - DRE
  - HGN
Sovereign Citizens
Recap: Five Human Universals

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